

Patent

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of: TYAGARAJAN et al.)	
)	
Serial No.: Not yet assigned)	Examiner: Not yet assigned
)	
Filing Date: Herewith)	Group Art Unit: Not yet assigned
)	
For: METHOD AND APPARATUS FOR)	Attorney Docket No.: G15.001
SELECTING AN AGENT TO HANDLE)	
A CALL)	
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Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

INFORMATION DISCLOSURE STATEMENT

Sir:

Applicants submit herewith patents, publications or other information of which they are aware that they believe may be material to the examination of this application, and in respect of which, there may be a duty to disclose.

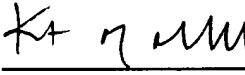
The filing of this information disclosure statement shall not be construed as a representation that a thorough search has been made, an admission that the information cited is, or is considered to be, material to patentability, or that no other material information exists. Nor shall the filing of this information disclosure statement be construed as an admission against interest in any manner.

This Information Disclosure Statement is filed in accordance with 37 CFR §§1.56, 1.97 and 1.98. The items listed on the accompanying Form PTO-1449 may be deemed to be pertinent to the above-identified application and are made of record to assist the Patent and Trademark Office in its examination of this application. The Examiner is respectfully requested to fully consider the items listed on the enclosed copy of Form PTO-1449 and to independently ascertain their teaching.

No fee is believed to be due under 37 CFR §1.17(p) for this Information Disclosure Statement since it is being filed concurrently with the above-identified application.

Respectfully submitted,

December 11, 2003
Date



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(use as many sheets as necessary)

Sheet

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of

2

Complete if Known

Application Number

Not yet assigned

Filing Date

Herewith

First Named Inventor

TYAGARAJAN

Group Art Unit

Not yet assigned

Examiner Name

Not yet assigned

Attorney Docket Number

G15.001

U.S. PATENT DOCUMENTS

Examiner Initials*	Cite No. ¹	U.S. Patent Document		Name of Patentee or Applicant of Cited Document	Date of Publication of Cited Document MM-DD-YYYY	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
		Number	Kind Code ² (if known)			
	A	4,881,261		Oliphant et al.	11/14/1989	
	B	5,025,468		Sikand et al.	06/18/1991	
	C	5,299,260		Shaio	03/29/1994	
	D	5,467,391		Donaghue, Jr. et al.	11/14/1995	
	E	5,592,542		Honda et al.	01/07/1997	
	F	5,721,770		Kohler	02/24/1998	
	G	5,784,452		Carney	07/21/1998	
	H	5,828,747		Fisher et al.	10/27/1998	
	I	5,903,641		Tonisson	05/11/1999	
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	L	6,222,919	B1	Hollatz et al.	04/24/2001	
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	S	2002/0101979	A1	Borodow et al.	08/01/2002	

FOREIGN PATENT DOCUMENTS

[illegible]

Examiner
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*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

¹Unique citation designation number. ²See attached Kinds of U.S. Patent Documents. ³Enter Office that issued the document, by the two-letter code (WIPO Standard ST.3). ⁴For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document. ⁵Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST. 16 if possible. ⁶Applicant is to place a check mark here if English language Translation is attached.

Substitute for form 1449A/PTO INFORMATION DISCLOSURE STATEMENT BY APPLICANT <i>(use as many sheets as necessary)</i>				Complete if Known	
				Applicati n Numb r	Not yet assigned
				Filing Dat	Herewith
				First Named Inventor	TYAGARAJAN
				Group Art Unit	Not yet assigned
				Examiner Name	Not yet assigned
Sheet	2	of	2	Attorney Docket Number	G15.001

OTHER PRIOR ART - NON PATENT LITERATURE DOCUMENTS			
Examiner Initials*	Cite No. ¹	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published.	T ²
	T	"Avaya CRM Solution-MultiVantage™ Call Center Solutions", ©2003 Avaya Inc., download from http://www1.avaya.com/enterprise/solutions/crm/solution5.html on 7/2/2003. 2pgs.	
	U	Avaya, "Overview for Avaya MultiVantage™ Software", 555-233-767, Issue 3, May 2002. 69pgs.	

Examiner Signature		Date Considered	
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*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

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